

**Subject:** Suite C 1718 N. Cherokee St. - HPOA Service Center  
**From:** Sergio Urena <surena@streetplus.net>  
**Date:** 01/09/2018 03:23 PM  
**To:** Karina Beltran <kbeltran@charlesdunn.com>  
**CC:** Matthew Severson <Matthew@hollywoodbid.org>, Rich Sarian <Rich@hollywoodbid.org>, Ken Nakano <knakano@streetplus.net>

Greetings Ms. Beltran,

Thank you for responding to our need so quickly. I took the pictures of where the water has gone to inside the service center. These unfortunately are after we have cleaned-up the water. However, they do show the areas that we are talking about. I believe that once the water passing thru the front door, it then seeps thru and underneath the dry wall and into the other rooms.

The picture that shows a black metal grate (pic 145835) is what should be draining the majority of the water. We have tried opening it to clean out the debris but I believe they are integrated into the concrete. The side walk is also an issue, due to a tree root lifted the front slab and directing the water back towards the door.

We are currently trying some sand bags to see if they help for today's remaining rains.

Thank you again.

**Sergio M. Ureña | Program Manager**  
*Hollywood Entertainment / Sunset & Vine Districts*  
**Service Hotline:** 323-204-6439

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